

## ATTACHMENT C. QUESTIONNAIRE FOR CUSTOMERS OF TEALE DATA CENTER

[Submit to Rich Hebert at Department of Finance by September 3, 2003]

Name of Department, Board or Commission:  4-Digit Org. Code:

Contact Name:  Phone #:

e-mail:

How much did your department spend in fiscal year 2002-03 at Teale?  \$0

How much did you plan to spend in fiscal year 2003-04 at Teale, **PRIOR TO PREPARING YOUR 4.10 REDUCTION PLAN?**  \$0

Based upon your budget reduction plan, do you anticipate any change in Teale services in fiscal year 2003-04?

Type "X" in one of the boxes at right:

NO. Skip to Section VIII, last page.

YES. Complete Sections II through VIII.

### I. MAINFRAME PROCESSING & STORAGE PLATFORM

Do you expect any changes in the amount of mainframe system processing or storage as a result of the Section 4.10 budget reductions? Type "X" in one of the boxes at right:

NO. Move on to Section II.

YES. Complete the boxes below.

A. Increases in Mainframe Systems: Includes increases to existing systems and systems under development, and additions of new systems.

1. Processing: What is the anticipated increase in processing ?

Dollars:  \$0

# Hours CPU, if known:

2. Storage: What is the anticipated increase in storage?

Dollars:  \$0

# Bytes, if known:

B. Decreases in Mainframe Systems - Includes reductions to or elimination of existing systems or systems under development. Includes mainframe systems being transferred to mid-range systems.

1. Processing: What is the anticipated decrease in processing?

Dollars:  \$0

# Hours CPU, if known:

2. Storage: What is the anticipated decrease in storage?

Dollars:  \$0

# Bytes, if known:

## II. MID-RANGE PROCESSING & STORAGE PLATFORM

Do you expect any changes in the amount of mid-range system processing or storage as a result of the Section 4.10 budget reductions? Type "X" in one of the boxes at right:

NO. Move on to Section III.   
YES. Complete the boxes below.

A. Increases in Mid-Range Systems: Includes increases to existing systems and systems under development, and additions of new systems.

1. Processing: What is the anticipated increase in processing?

Dollars:  \$0  
# Servers, if known:

2. Storage: What is the anticipated increase in storage?

Dollars:  \$0  
# Bytes, if known:

B. Decreases in Mid-Range Systems - Includes reductions to or eliminations of existing systems or systems under development. Includes reductions due to consolidation of applications onto fewer servers.

1. Processing: What is the anticipated decrease in processing?

Dollars:  \$0  
# Servers, if known:

2. Storage: What is the anticipated decrease in storage?

Dollars:  \$0  
# Bytes, if known:

C. Do you plan to expand or initiate any E-Government services (i.e., MYCALIFORNIA Home Page)?  
Type "X" in one box at right.

NO   
YES

### III. DISTRIBUTED/CLIENT SERVER PLATFORM

Do you expect any changes in the amount of distributed/client server processing or storage as a result of the Section 4.10 budget reductions? Type "X" in one of the boxes at right:

NO. Move on to Section IV.   
YES. Complete the boxes below.

A. Increases in Distributed/Client Server Systems: Includes increases to existing systems and systems under development, and additions of new systems. Includes increases due to moving servers from your department to the data center.

1. Processing: What is the anticipated increase in processing?

Dollars:  \$0  
# Servers, if known:

2. Storage: What is the anticipated increase in storage?

Dollars:  \$0  
# Bytes, if known:

B. Decreases in Distributed/Client Server Systems - Includes reductions to or eliminations of existing systems or systems under development. Includes consolidation of applications onto fewer servers:

1. Processing: What is the anticipated decrease in processing?

Dollars:  \$0  
# Servers, if known:

2. Storage: What is the anticipated decrease in storage?

Dollars:  \$0  
# Bytes, if known:

#### IV. NETWORK SERVICES

Do you expect any changes in the amount of network services as a result of the Section 4.10 budget reductions? Type "X" in one of the boxes at right:

NO. Move on to Section V.   
YES. Complete the boxes below.

A. Increased Bandwidth Requirements. If you plan on implementing any network intensive applications or increasing multimedia capabilities (e.g., video conferencing) on the network, please indicate the number of new lines needed by bandwidth:

# 56 KB lines:   
# T-1lines:   
# T-3 lines:

B. Decreased Bandwidth Requirements. If you plan on reducing any network applications or multimedia capabilities (e.g., video conferencing) on the network, please indicate any decrease in the number of new lines needed by bandwidth:

# 56 KB lines:   
# T-1lines:   
# T-3 lines:

C. Relocations: If you plan any office relocations that will impact the network, please describe the impact:

# New lines needed:   
# Lines to be moved:   
# Lines to be removed:

D. Upgrades and Replacements: If you plan to implement any significant network equipment upgrades/replacements, please describe below the effort, e.g., number of modem upgrades, number of switching device upgrades:

## V. SECURITY AND OPERATIONAL RECOVERY SERVICES

Do you expect any changes in the amount of security or operational recovery services as a result of the Section 4.10 budget reductions? Type "X" in one of the boxes at right:

NO. Move on to Section VI. 


YES. Complete the boxes below.

- A. Increased Security: If you plan to increase your use of Teale's security services, please indicate the estimated cost: 

	\$0
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- B. Decreased Security: If you plan to reduce your use of Teale's security services, please indicate the estimated reduction: 

	\$0
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- C. Increased Operational Recovery: If you plan to increase your use of Teale's operational recovery services, please indicate the estimated cost: 

	\$0
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- D. Decreased Operational Recovery: If you plan to reduce your use of Teale's operational recovery services, please indicate the estimated reduction: 

	\$0
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## VI. OTHER SERVICES

Do you expect any changes in the amount of other services as a result of the Section 4.10 budget reductions? Type "X" in one of the boxes at right:

NO. Move on to Section VII. 


YES. Complete the boxes below.

- A. If you anticipate any major one-time purchases from the data centers (e.g. hardware, software, consulting services expenditures, etc.), please describe:

Type


Estimated Cost: 

	\$0
	\$0
	\$0
	\$0

- B. If you anticipate any reductions or elimination of any dedicated expenditures from the data centers (e.g., dedicated software licenses, maintenance agreements, etc.), please identify:

Type


Estimated Reduction: 

	\$0
	\$0
	\$0
	\$0

## VII. 24x7 SERVICES

Does your department rely on Teale's 24x7 operation? Type "X" in one of the boxes at right. If "YES", please describe below the criticality of the 24x7 operation and the impact upon your operation if the 24x7 operation were eliminated at Teale.

NO. Move on to Section VIII.  
YES. See description, below.


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## VIII. OTHER SIGNIFICANT DATA CENTER WORKLOAD PRESSURES

Does your department have any significant pressures NOT related to the Section 4.10 budget reductions that will affect your need for data center services in the current year? Type "X" in one of the boxes at right. If YES, describe these pressures in the box below:

NO. The survey is complete.  
YES. See description, below.


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